Task Order 56 - Integrated Technical Architecture (ITA) Management

Architecture Management Monthly SLA Metrics Report
(Revised)

Period Ending: 04/30/01

Integrated Technical Architecture (ITA) Management
Deliverable 56.1.4e

Executive Summary

Period Ending 04/30/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
1.0	Response Time - High		90%	100%	2
1.1	Response Time - Medium		90%	100%	3
1.2	Response Time - Low		90%	100%	2
	Other Service Metrics				
1.3	Service Reporting Delivery		7	n/a	n/a
1.4	Resolution Quality		90%	100%	7
1.5	Help Desk Accuracy		90%	n/a	n/a
	Help Desk Metric				
1.6	Request Volume		100		7

Request		Apr-01
Help Desk Requests Resolved		0
Help Desk Requests Opened		8

Featured Applications
SFANet
IFAP
Schools Portal
Ombudsman
FMS
CFO Datamart
FP Datamart
ITA Components

Monthly Highlights

1. Traveled to VDC to install Microstrategy 7.1 on the NT servers for CFO Datamart and Financial Partners Datamart
2. Worked on consolidation of servers by moving Network Dispatcher from 2 Sun 3500 servers to 2 Sun 280 servers.
3. Worked on migrating contents on server SU35E3 to SU35E2 (SFANet development and IFAP development).
4. Track all Modernization IT Projects and their environment requirements.
5. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.

6. Developed a Road Map to the VDC to provide Modernization application development teams with information, forms, and templates they need to deliver projects on time.

(Please see Appendix A for detailed explanations of each metric)